

City of Lincoln
Telecommunications/Cable Television Advisory Board
Meeting Minutes – April 28, 2016

Members Present: Andy Beecham, Trent Fellers, Becky Henderson, Ed Hoffman, Jim Johnson, Helen Meeks, John Neal, Art Zygielbaum

Members Absent (excused): Paul Barnett, Steve Eggland, Laurie Thomas Lee

City Staff: Diane Gonzales, Steve Huggenberger, Jamie Wenz, David Young

Allo/NelNet: Ben Kiser, Brad Moline

Time Warner Cable: Jarad Falk, Tyler Hedrick

WindStream: Scott Barnett, Brad Hedrick

Other: Randy Erickson

Call to Order

Meeting was called to order at 4:00 pm by chair Ed Hoffman. Hoffman made note of the copy of the Open Meetings Act at the back of the room. Board members and guests introduced themselves.

Review of Agenda

Agenda was presented. By consensus, typographical error in Line 3 was corrected (changed “January 28, 2016, 2015” to just “January 28, 2016”). Fellers moved to adopt agenda as amended, Neal seconded, motion passed 8-0.

Minutes

Minutes from the January 28 meeting were presented. Zygielbaum moved approval, Fellers seconded; motion passed 8-0.

Presentation on public access studio and services

Tyler Hedrick from Time Warner Cable gave a presentation of the studio on public access studio and services. The studio has won several MIDI awards; it has also won an ESPN Good Sports award for its high school sports coverage.

Old Business

None.

New Business

None.

Subcommittee Reports

Online complaint form

John Neal handed out a proposed complaint form, based primarily on the existing form used by the Nebraska Public Service Commission (PSC).

The PSC reports that people were most pleased by the fact that they got phone calls as responses.

PSC submissions cannot be anonymous; their role is to have a complaint form and they need to be able to use your name.

Beecham, also on the subcommittee, said that he has nothing to add; this covers all the data points that the subcommittee had talked about. We might want to consider allowing multiple occurrences, although that would add complexity.

Hoffman asked Huggenberger if he had any comments; none.

Hoffman asked Huggenberger if there were any concerns about the fact that this is a public record. Huggenberger had no concerns, although they would be a public record.

Zygielbaum said that he would change the format a little bit, but thinks it’s a great idea. It would be good if we had a way to know how these things were handled. Gonzolas said that the next step might be to meet with the City Ombudsman and consider the tracking that’s available.

Meeks said that she would assume that the subcommittee might look at categorizing similarly to the PSC; i.e. Rates vs Service vs whatever. Would not want it to become too onerous on staff or on the board.

Fellers likes the idea of feeding into the Citizen Action Center. The back end of how complaints are resolved would be important too.

Neal asked for input on the four questions on the handout which were listed as Discussion Points:

(1) *Should the board utilize one drop down for issue and one for organization?*

Hoffman and Henderson said Yes.

(2) *Should all submissions be copied to the Board?* Meeks would prefer not; Hoffman would like them. Zygielbaum would suggest that we might have a subcommittee, Gonzolas said that we could have an Opt-In provision for the board. Neal said that the subcommittee could give reports at each TCTAB meeting. Gonzolas said that once it's ready we could put out a press release telling people that this is available.

(3) *Should the system automatically drop each of the submission points into a database?* Is this database just what comes in online or does it get augmented with phone calls, emails, etc.? Gonzolas would like to keep it separate first. Zygielbaum said that we could direct email people to go to the website, but Meeks said that if you give people the option to do it by all those means then it would not be good to tell them not to do it that way.

(4) *Should staff save contact information (phone, fax, personal, etc) in the system?* Hoffman thinks that we should allow people to do general comments anonymously, thought we should do warnings if people go through the complaint process. Huggenberger said that the City already is required to keep similar information public, and currently doesn't do warnings; we could do that but it would be different from anywhere else.

ALLO nonprofits and wifi zones

Subcommittee has met; at some point they will look at other sources. There is a lot to look at.

Bylaws Review

Huggenberger has worked on a draft of the bylaws changes, most notably changing the name to the current board name, as well as the new duties. Hoffman asked if the board had any questions for Huggenberger; none.

Regarding Article V Section 1, Gonzolas suggested that we change five-day notice to three-day notice; Zygielbaum suggested that we could make it one day.

Beecham asked if we could do a vote by email; Huggenberger and Hoffman thought not. Hoffman would not be happy even with telephonic votes which are allowed at chair's discretion by Article V Section 4.

Fellers asked under Article IV, is there a resolution that there should be a Council Member on the board. Hoffman thinks we should indicate there should be a Council member, but it should be added in Article III Section 1 instead of Article IV.

Hoffman proposed that we forward the proposed changes for consideration at our next board meeting.

Website Review

Gonzolas said that there is currently no reference to Windstream or Allo on the website; we should add them. Gonzolas knows that there are items that need to be changed; site need to be redesigned, and we need more keywords. Subcommittee needs to meet.

Time Warner Cable report

Tyler Hedrick distributed paper copies of the LCC TV/Public Access report.

Jarad Falk reported for Time Warner. He said that he enjoys doing this as a give & take. Discussion of the complaint form reminds him of an analogy. He has two trash providers; he calls the provider if he has complaints, rather than calling the City. He is concerned about the option of allowing anonymous complaints; says that there were several people in the Performance Review who were anonymous, and it's hard to know what to do with that type of complaint.

The TWC/Charter merger has been in the news this week. Department of Justice filed a consent decree, with a couple of conditions. The last regulatory body that it will go to is the California PUC. This is scheduled for May 12 but might be delayed.

Node Splits: When customers are served off of a single node they are all using the same node; the service should improve.

Customer Service is a big item for TWC. "Winning on Service" - One Hour Service Window; 24 hour service guarantee - they will get a tech out there if there is an outage. Virtual Halt: System will analyze to see if the call is likely to take more than 90 seconds; if so it will give the caller some options - stay on hold, get a callback, whatever. TechTracker - link to a text message or an email that will give info about the tech.

Hoffman asked with regard to the timing on the techs, is TWC working on getting more techs. Falk said that they are always looking for more techs. He would guess that there are more with regard to the tech improvements, can't give us a complete answer.

Huggenberger said that the City has completed a franchise fee review of TWC, and TWC will pay the City an additional 75,000.

Windstream/Kinetic report

Brad Hedrick reported for Windstream. Hedrick agrees with Falk; anonymous information is really worthless.

Windstream has just completed their first year of Kinetic service; they have filed the annual report with Huggenberger. Have committed to overbuilding fiber in some parts of Lincoln.

Hoffman said that with respect to anonymous, he would hate to have a "cram-down" effect.

Allo report

Brad Moline said that they have begun construction. There is good give & take with the City. They are doing everything they can to move it a little bit faster than they initially predicted. They are adjusting how they communicate based on the initial steps. They're pleased with the way the City is ramped up. They started off with a red on risk, now it's between green and yellow.

Hoffman asked if Moline can tell us anything about pricing? Moline said they look at everything after all taxes and fees. They tend to be somewhere between the "deals" and the rate card. He believes that as they get going the rates will stay about the same but the speed will ratchet up. In a three-year-old market consumers will learn how to use the service in bigger bandwidth ways than in a one-year market. Expecting to announce 30,000 homes plus all of downtown this year.

Hoffman asked when the product will be available. Moline said that this summer it will start becoming live. Everything is tracking along for that. Not going to commit to a specific date at this time but he believes by about June 21 they will be able to announce a schedule.

Huggenberger said that he has gotten some complaints about people going into their yards putting in signs that Allo is coming. Moline said that they had removed the requirement to notify but their intent is always to notify. They wanted it removed because they calculate that there would be people who got between 6 and 11 notifications. However they will try to do a better job of notifying; it is in their best interest to notify. Cost was approaching a million dollars to notify people 6 to 11 times. Huggenberger asked if Moline could provide the City with the rules they use; Moline said yes.

City report (PEG status)

Wenz said that we are ready to start broadcast in HD once the providers are ready. Part of the upgrade is new equipment and a new facility. Desk pack for remote production. Live streaming servers - anyone with a mobile device can watch online. Before, the iPhone wasn't able to pick it up. Gonzolas will send out a news release regarding that.

There is a program on the Emerald Ash Borer currently running. Program Guide Information is available.

There is a new Video on Demand Server. It incorporates Video Indexing so that someone can skip to a specific agenda item. There will be a May or June launch from the provider, then we will have to work with staff to implement it.

Education Access has covered J School, commencement ceremonies, and other items.

10 Health continues to have good programming.

Hoffman said that he would like to put Wenz up front. Wenz suggested that we meet in the studio next time; Hoffman thinks that will be great. Would also like to see if we could have a discussion of how to get people interested in public access.

Public Comments

None

Adjournment

Meeting adjourned at 6:00 p.m.

Respectfully submitted,
Jim Johnson, secretary